

NEW EMPLOYER JOINS VITALITY

Employee

Employer

MH U/W Ops.

MH Systems Dept.

Complete employer application form including employer level decision - compulsory, voluntary* or disallow Vitality membership for employees

Pass application forms to Momentum Health via intermediaries

Complete member application form including:
Opt in/out of Vitality.
Existing H&RC membership no. and branch name.
Existing RWFL membership no. and branch name.

Pass application form to employer

Load application forms. (System automatically checks employee opt in/out decision is in line with employer level decision)

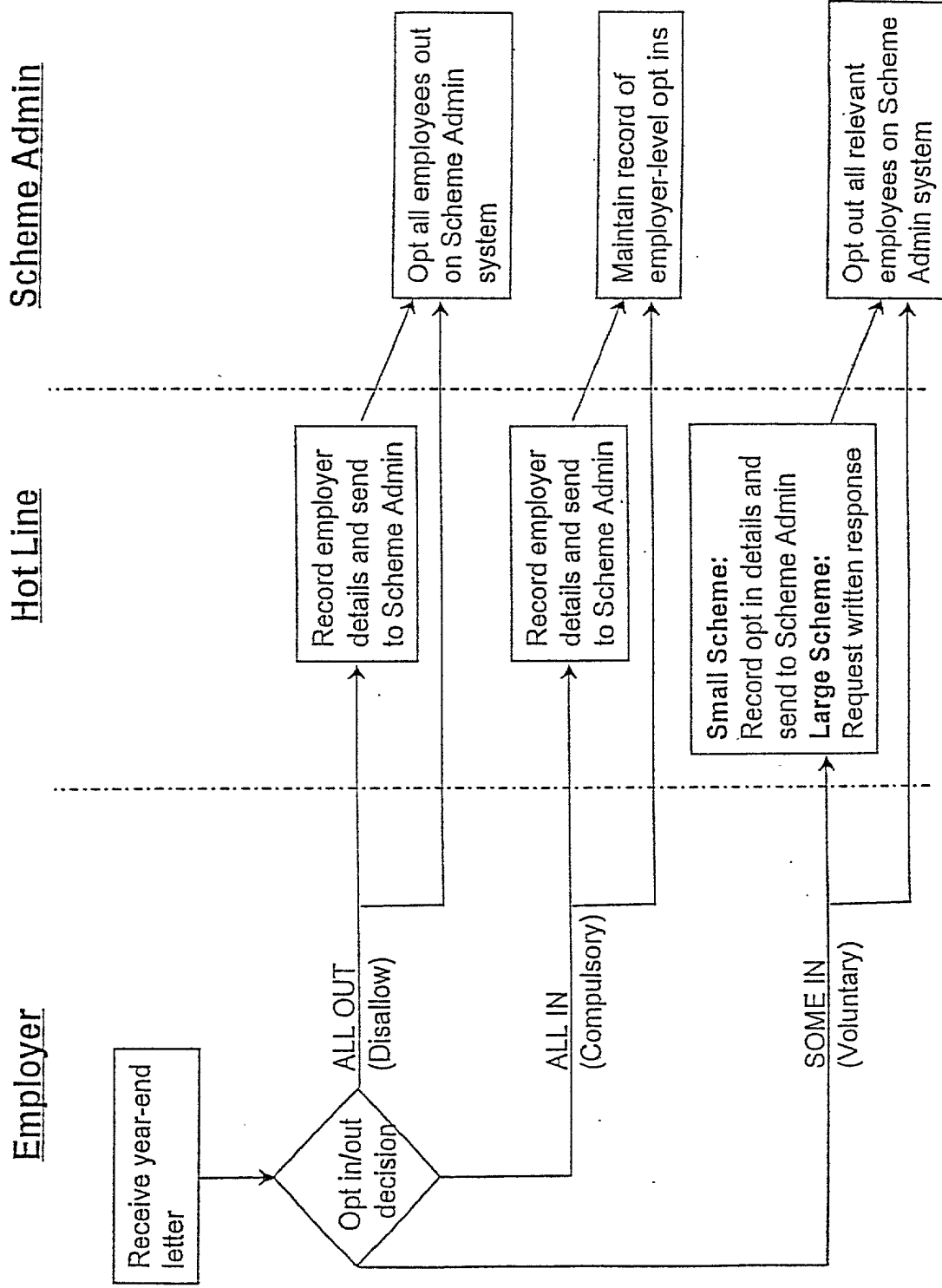
Underwrite and activate employer and employees

From January '98:
Provide new membership list to Hot Line for H&RC and RWFL membership confirmation - weekly**

*Where employer decision is "Voluntary" either the employer specifies which employees are opted in or the employer allows employees to specify via the member application forms.

**Unless Hot Line has direct access to the Client Services query screens.

EMPLOYER OPT OUT / OPT IN PROCESS

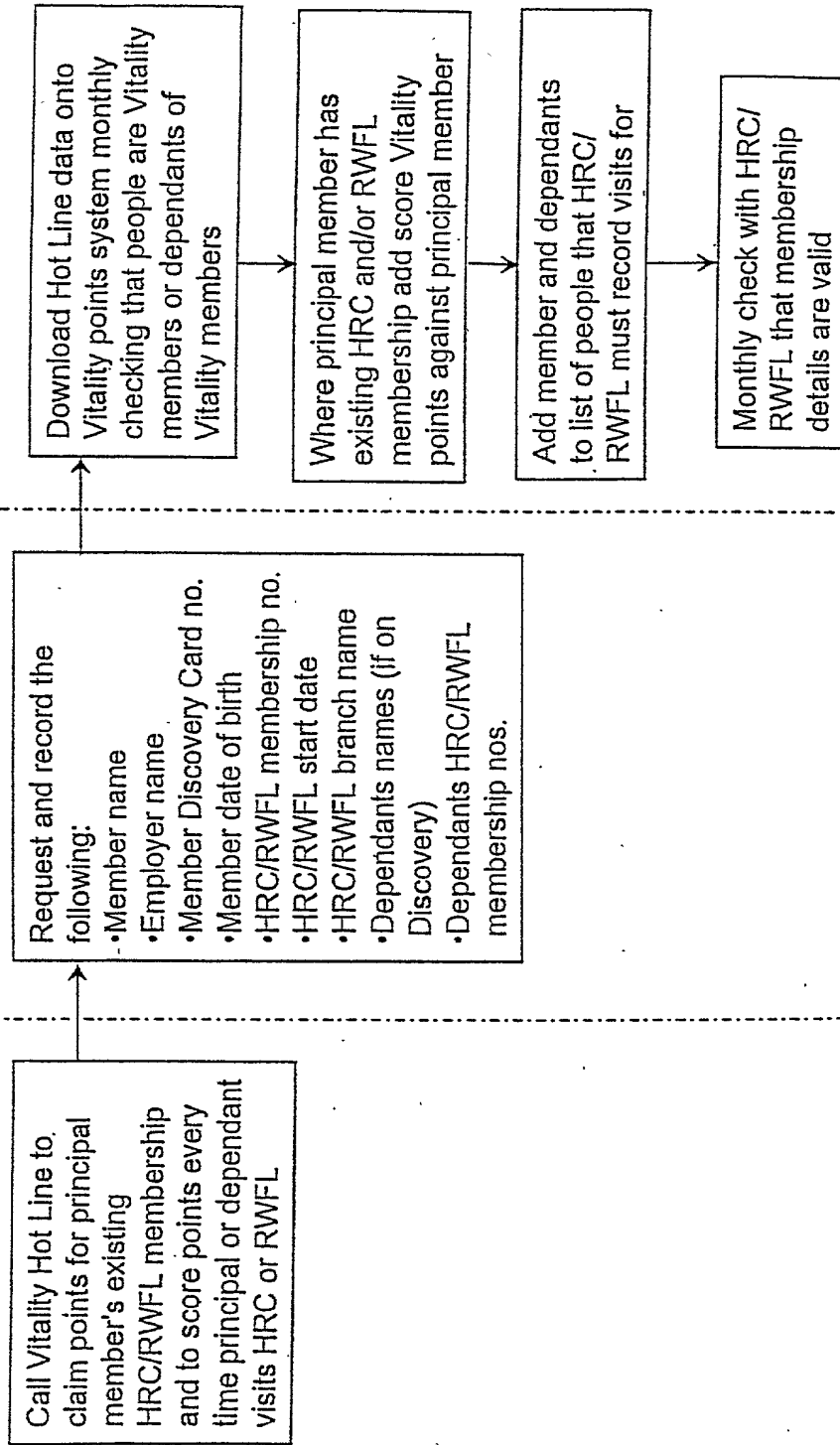


CLAIM VITALITY POINTS FOR EXISTING HRC/RWFL MEMBERSHIP

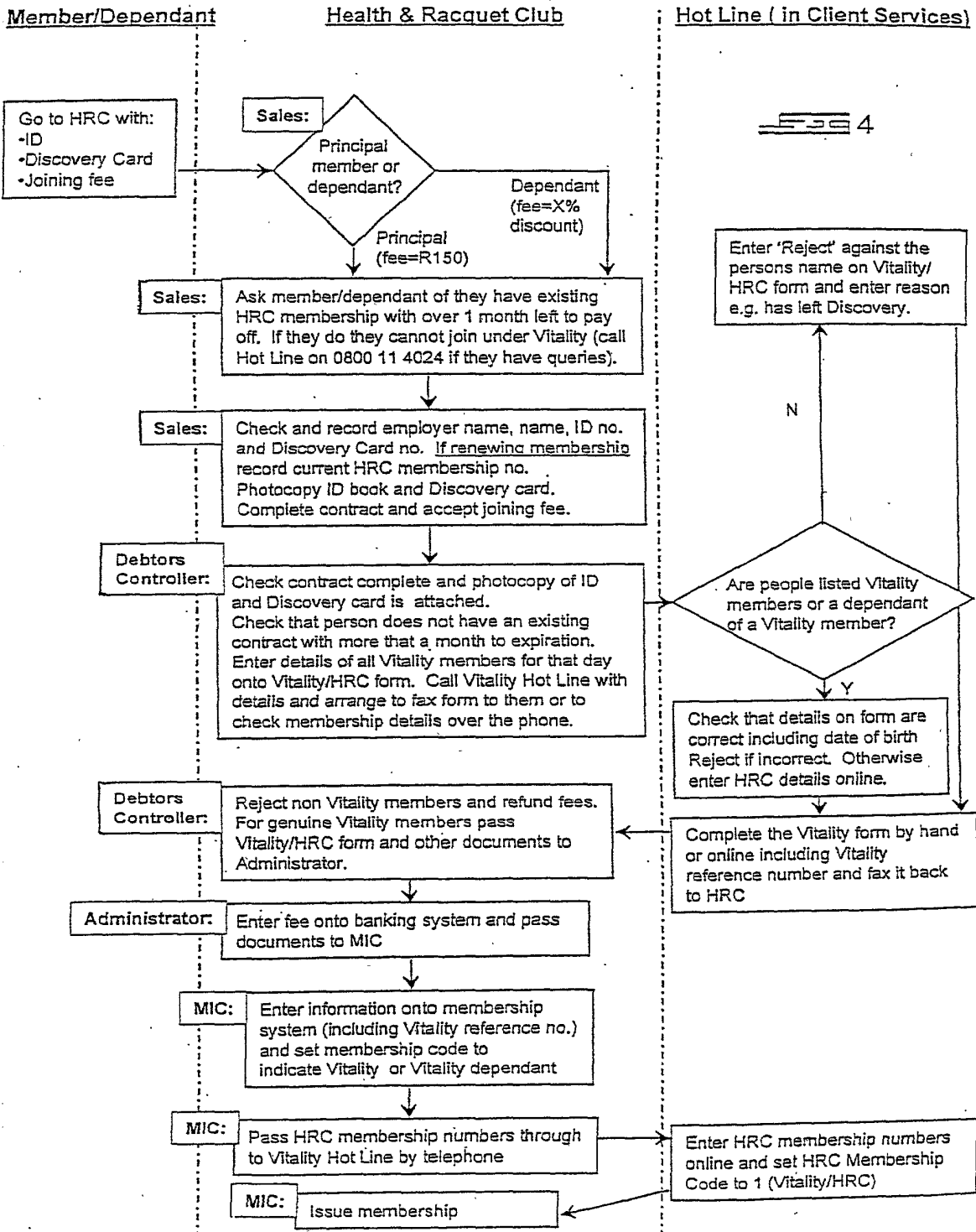
Vitality Member

Hot Line

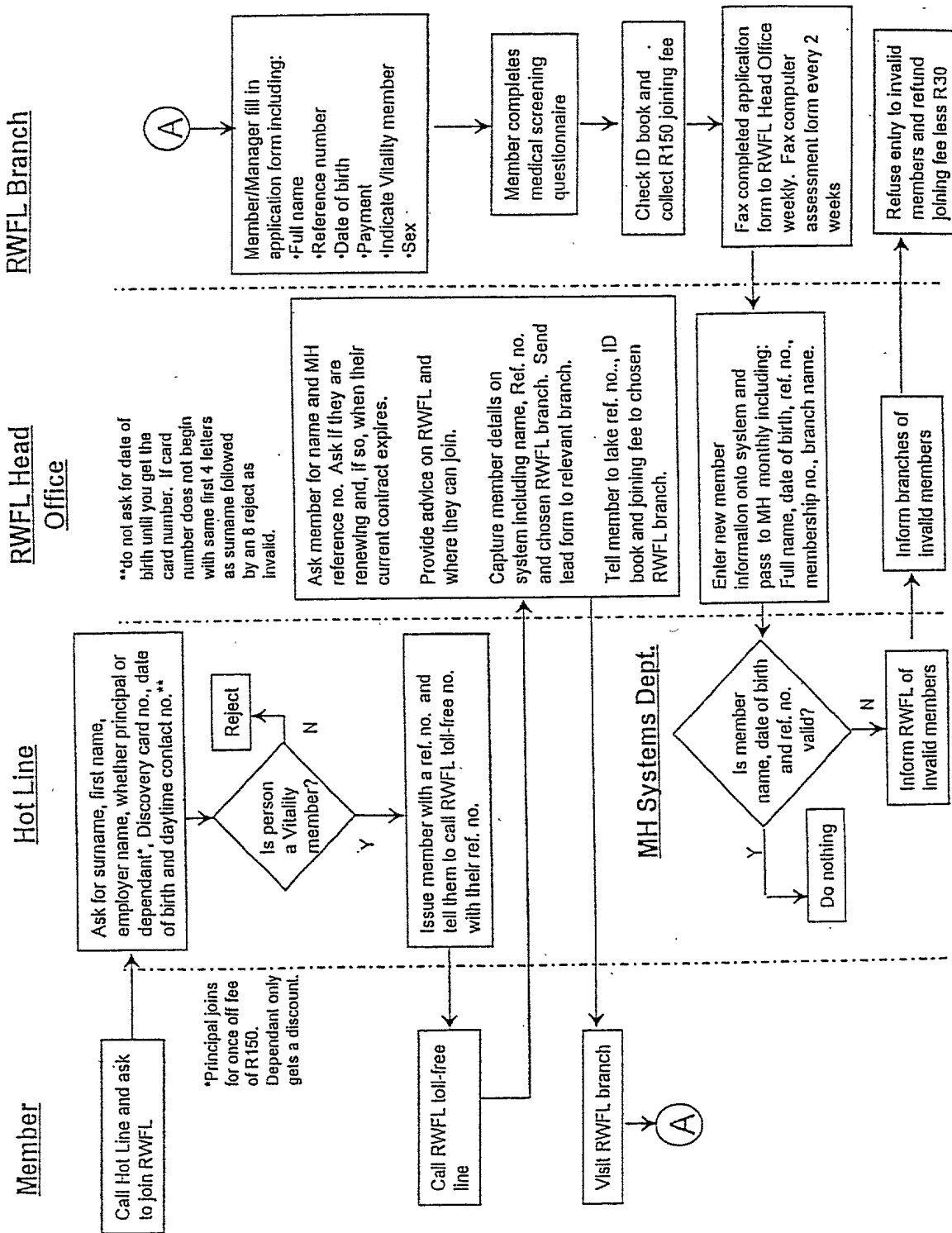
MH Systems Dept.



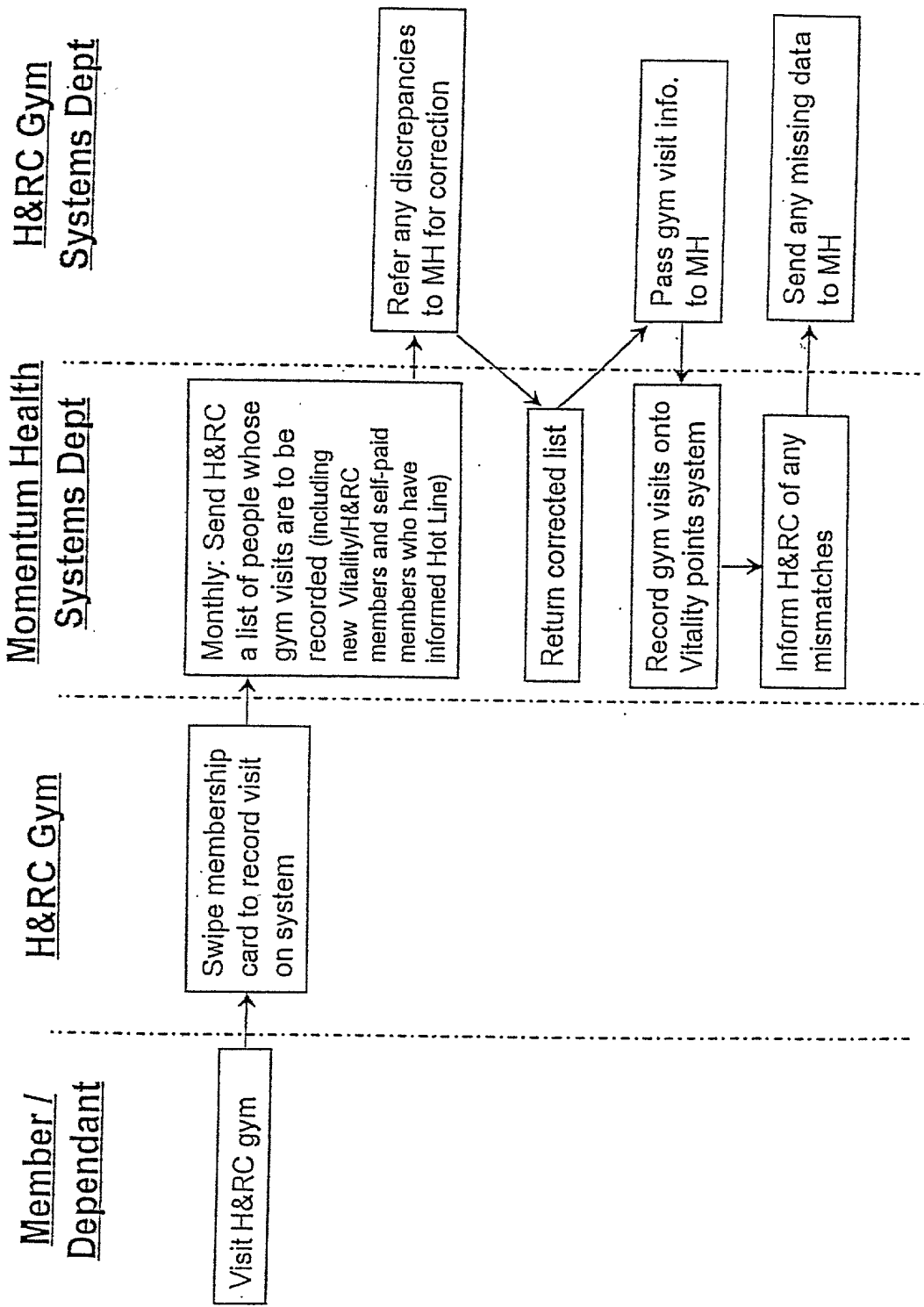
VITALITY MEMBER/DEPENDANT JOINS HEALTH & RACQUET CLUB



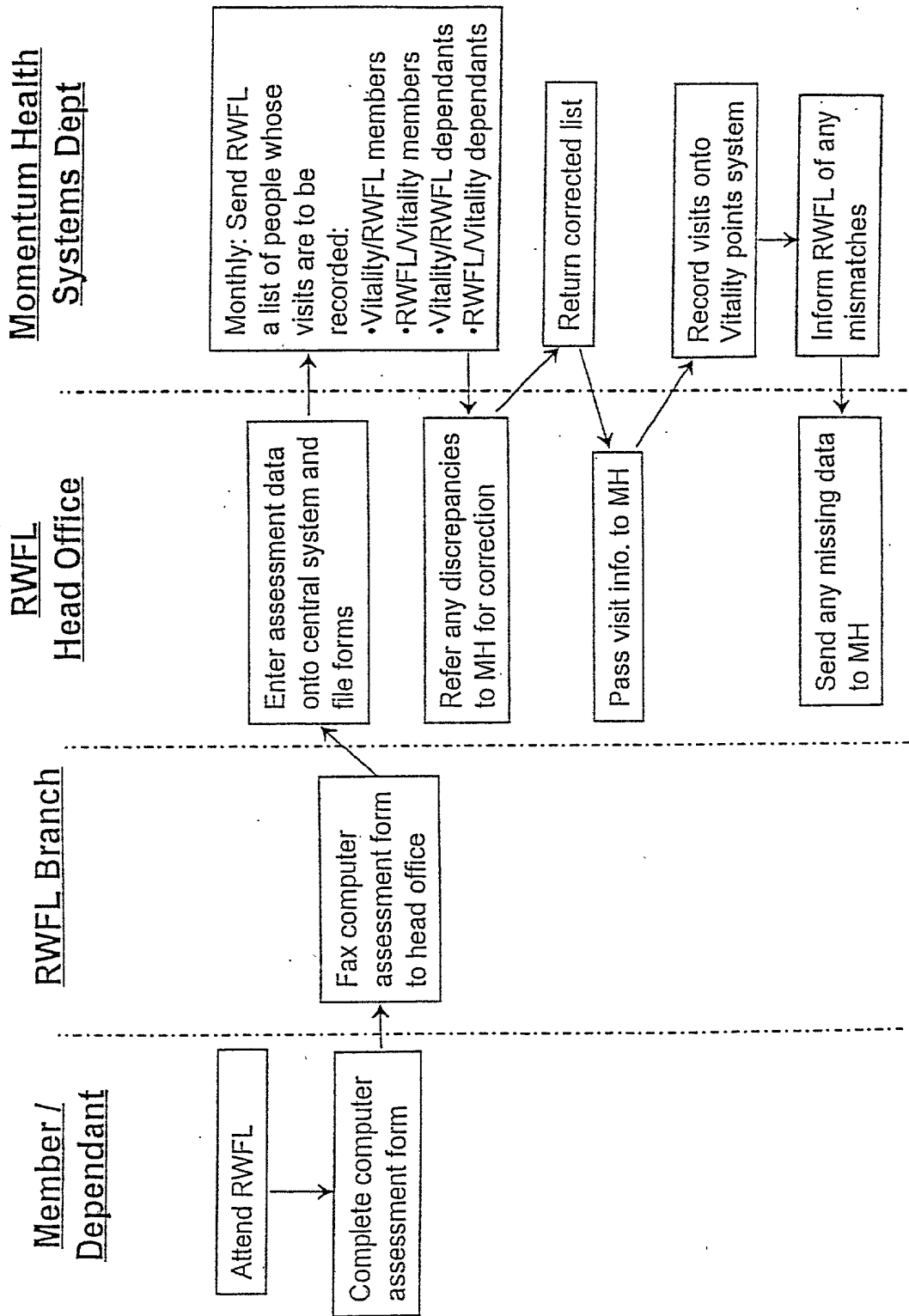
VITALITY MEMBER JOINS RUN / WALK FOR LIFE



MEMBER / DEPENDANT VISITS HEALTH & RACQUET CLUB



MEMBER / DEPENDANT VISITS RUN / WALK FOR LIFE

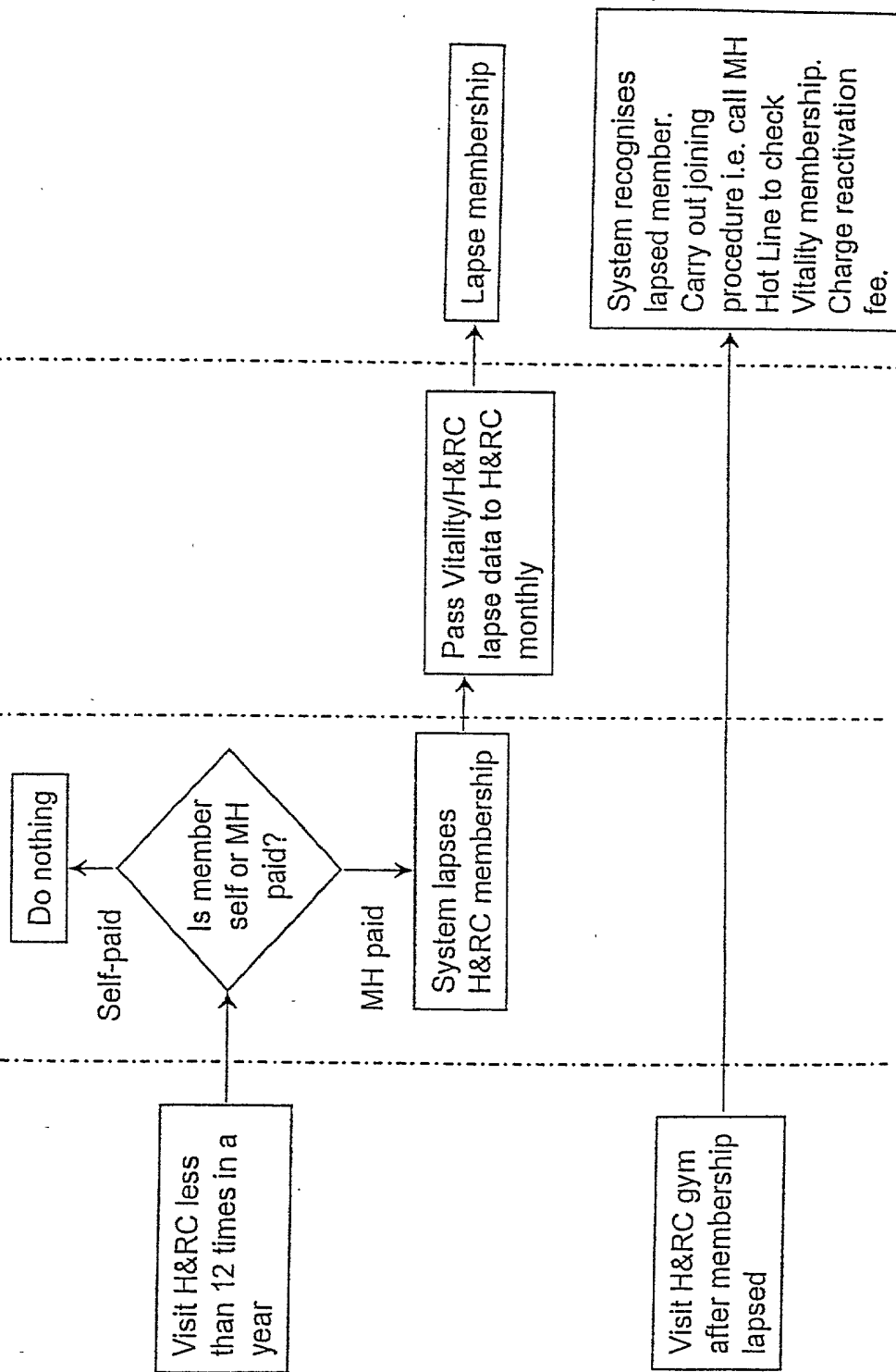


Member
Vitality/H&RC

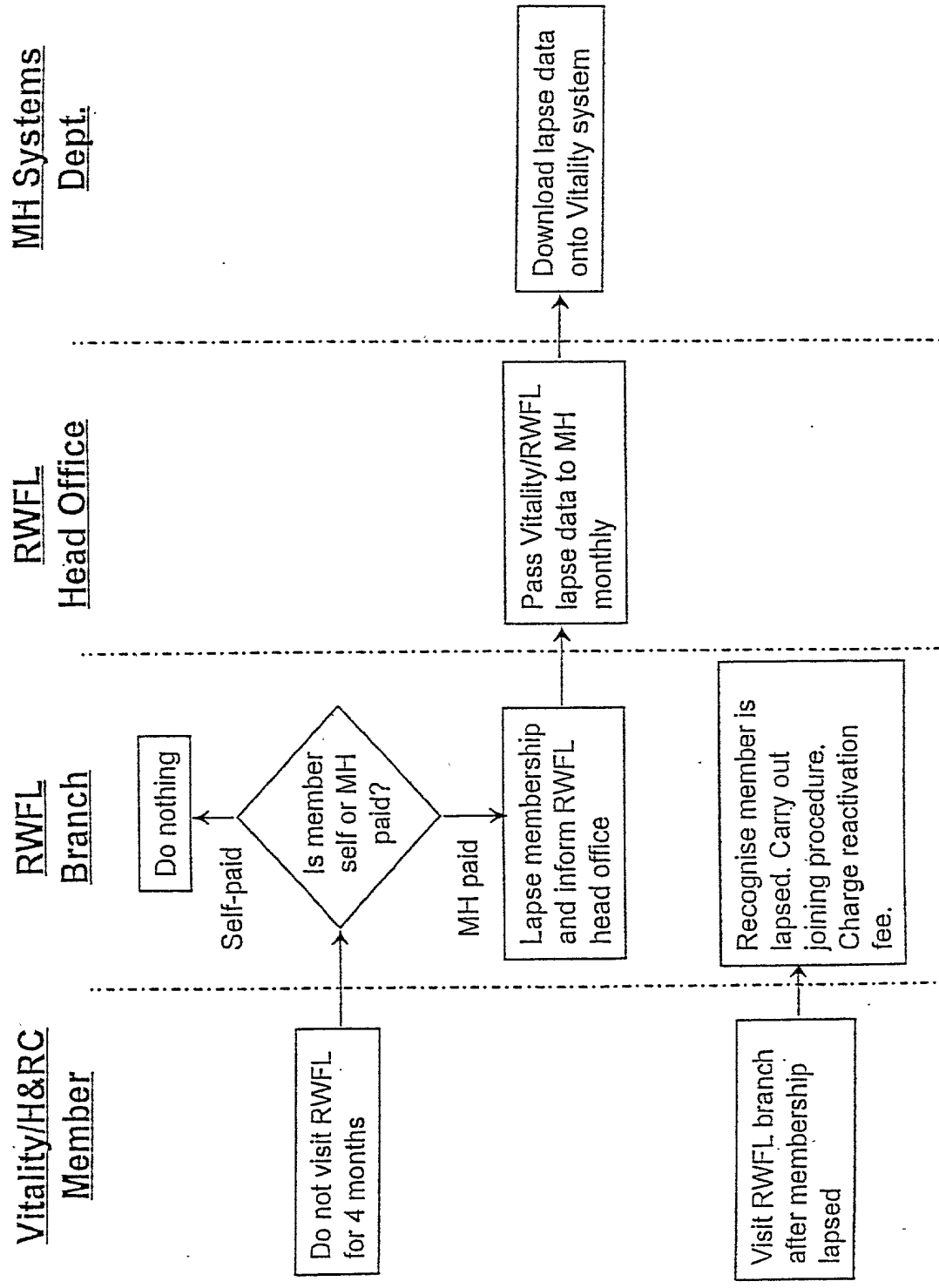
Scheme Admin

MH Systems
Dept.

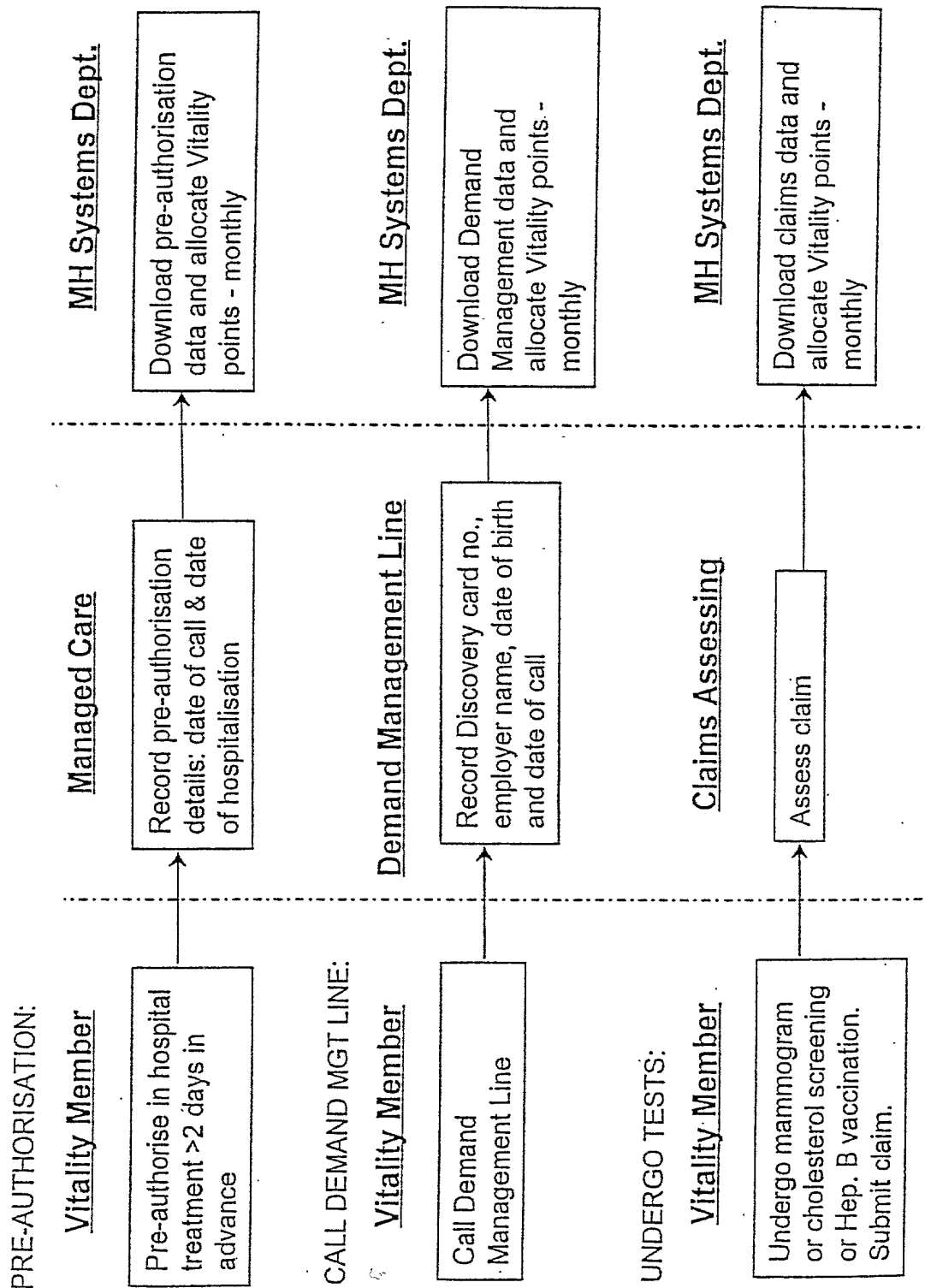
H&RC



LAPSE AND REACTIVATE RWFL MEMBERSHIP



SCORE VARIOUS VITALITY POINTS

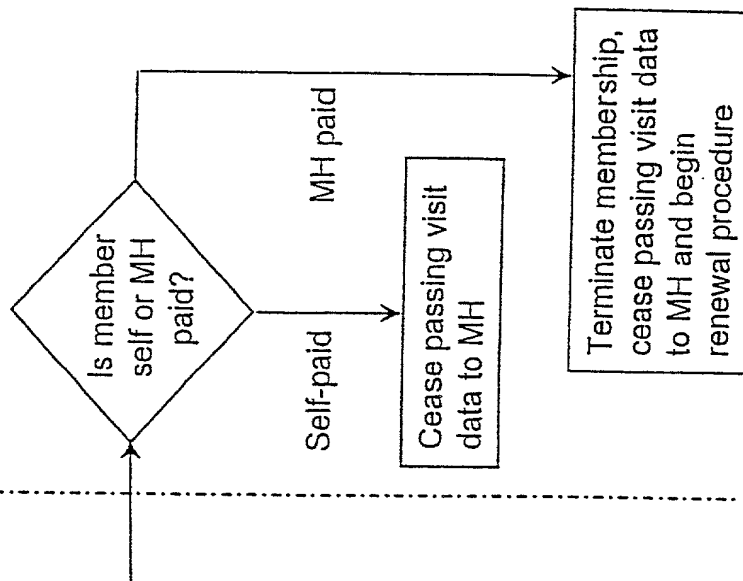


Scheme
Admin

Terminate Vitality membership for all relevant employees on Scheme Admin system

Momentum Health
Systems Department

System automatically checks terminated Vitality members and their dependants for membership of HRC and/or RWFL

Health & Racquet

PRINCIPAL MEMBER DIES

